

Corrected copy of notes Filed with the original complaint
7/25/05

CHRONOLOGY OF EVENTS RELATED TO EXCESSIVE CHARGES FOR NATURAL GAS

- 1) May 2000 I began building a new home. I was to install a standby generator because I am wheel chair bound. The generator company said to request a 2 pound service from the gas company. The generator uses between 11 and 14 inch pressure you will need the 2 pound pressure up to the generator and then reduce it to 11 to 14 inch pressure with a regulator installed at the generator. SO ALL ITEMS ON MY PROPERTY USE 6 INCH GAS PRESSURE EXCEPT THE GENERATOR
- 2) Approx. July 2000 I contacted NICOR AND SPOKE WITH A REP. NAMED VICKI SONS ABOUT GETTING A SERVICE INSTALLED TO MY NEW HOME. I discussed the 2-pound service with her and asked if there were any additional charges for this service or was it the same as any other residential service? She informed me that the only additional charge was for the installation but after that there would be no difference in cost from a standard residential service.
- 3) In late July or early August I received a bill for \$304.50 to be paid in advance for the installation. I paid the bill around Aug. 9th, 2000.
- 4) The service was installed in approx Sept. 2000 and I used the gas that winter to heat the house during construction
- 5) I moved in Sept, 29th, 2001 All my bills during construction and when I moved in were consistent with standard residential charges and the information given to me by Vicki Sons in our discussions prior to installation of the gas service
- 6) On my Dec. 2003 bill it said "METER EXCHANGE" I knew something was wrong. (A) FIRST: My meter was painted to match the color of my brick right after it was installed. So I looked outside and it was the same color and the same meter (B) SECOND: If my meter was exchanged they would need to turn the gas off and come in my house and restart all pilot lights and I knew that had never been done. (C) THIRD I looked at the meter number on the bill and it was THE SAME METER NUMBER as the previous meter.
- 7) I called customer service and requested a representative come to my home. A gentleman came and said he could not understand this and he would correct it and send a new bill. NOTE during this time I was on a fixed gas bill program I had signed up for in July 2003 until July 2004.
- 8) At this point I thought all was correct until the winter of 2004 when I noticed my gas bills were unusually high.

OFFICIAL FILE

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